

Listing of Claims:

1. (Currently Amended) A technical support system
comprising:

a service information portal section which provides web
pages as ~~an~~ information input and output ~~interface~~ interfaces;

5 a knowledge base section which stores various claim reports
and solutions related to the claim reports; and

a claim handling section which registers a new claim report
in said knowledge base section ~~a new claim report in which at~~
~~least a claim title is structured as a combination of~~

10 ~~predetermined items of definition information on the basis of a~~
~~claim content input to a client web page, and manages the~~
registered new claim report as an unsolved claim requiring an
answer from an engineer;

15 wherein said claim handling section is configured to issue
respective task sheets for a market countermeasure task which is
shared among technical divisions ~~according to~~ the respective
technical divisions in accordance with the new claim report, and
to update ~~the~~ a state of progress ~~in~~ of the market countermeasure
task upon receipt of ~~the~~ each respective task sheet returned from
20 each of the technical divisions; and

wherein claim content of the new claim report is input via a
client web page in a format substantially similar to natural

25 language, and the new claim report is registered in the knowledge
base section in a format including at least a claim title
structured as a combination of predetermined items of definition
information expressed in standard terms, based on the claim
content in the format substantially similar to natural language.

2. (Currently Amended) The technical support system according to claim 1, wherein said claim handling section is configured to ~~visualize~~ display the state of progress ~~in~~ of the market countermeasure task.

3. (Currently Amended) A technical support method using a knowledge base section which stores various claim reports and solutions related to the claim reports, said method comprising:

5 ~~a step of providing web pages as an information input and output interface~~ interfaces;

10 ~~a step of registering a new claim report in said knowledge base section a new claim report in which at least a claim title is structured as a combination of predetermined items of definition information on the basis of a claim content input to a client web page, and managing the registered new claim report as an unsolved claim requiring an answer from an engineer; and~~

~~a step of issuing~~ respective task sheets for a market countermeasure task which is shared among technical divisions

~~according to the respective technical divisions in accordance~~
15 ~~with the new claim report, and updating the a state of progress~~
~~in of the market countermeasure task upon receipt of the each~~
~~respective task sheet returned from each of the technical~~
~~divisions;~~

~~wherein claim content of the new claim report is input via a~~
20 ~~client web page in a format substantially similar to natural~~
~~language, and the new claim report is registered in the knowledge~~
~~base section in a format including at least a claim title~~
~~structured as a combination of predetermined items of definition~~
~~information expressed in standard terms, based on the claim~~
25 ~~content in the format substantially similar to natural language.~~

4. (Currently Amended) The technical support method
according to claim 3, wherein ~~said progress state updating step~~
~~is configured to visualize the state of progress in of the market~~
countermeasure task is displayed.

5. (Currently Amended) A recording medium having a program
recorded thereon for a technical support system server including
a claim handling section which registers a new claim in a
knowledge base section ~~a new claim report in which at least a~~
5 ~~claim title is structured as a combination of predetermined items~~
~~of definition information on the basis of a claim content input~~

to ~~a client web page~~, and manages the registered new claim report as an unsolved claim requiring an answer from the engineer, said program being executable ~~for causing~~ to cause said claim handling section to perform:

a process of issuing respective task sheets for a market countermeasure task which is shared among technical divisions ~~according to the respective technical divisions in accordance with~~ the new claim report, and updating ~~the~~ a state of progress ~~in of~~ the market countermeasure task upon receipt of ~~the~~ each respective task sheet returned from each of the technical divisions;

wherein claim content of the new claim report is input via a client web page in a format substantially similar to natural language, and the new claim report is registered in the knowledge base section in a format including at least a claim title structured as a combination of predetermined items of definition information expressed in standard terms, based on the claim content in the format substantially similar to natural language.

6. (Currently Amended) The recording medium according to claim 5, wherein the program is ~~configured such that~~ executable to cause said claim handling section ~~performs~~ to perform a fruther process of ~~visualizing~~ displaying the state of progress ~~in of~~ the market countermeasure task.

7. (New) The technical support system according to claim 1, wherein the technical divisions comprise a design division, a production division, and a quality certification division.

8. (New) The technical support system according to claim 1, wherein the state of progress is a selected one of a plurality of consecutive steps.

9. (New) The technical support system according to claim 8, wherein the selected step is updated based on a combination of tasks completed in the technical divisions.

10. (New) The technical support system according to claim 8, wherein the consecutive steps comprise: a first step of confirming and verifying the claim content of the new claim report, a second step of performing cause investigation and solution estimation, a third step of performing a trial
5 production and effectiveness test of a countermeasure part, a fourth step of preparing the countermeasure part for market application, and a fifth step of monitoring effectiveness of the countermeasure part in the market.

11. (New) The technical support system according to claim 9, wherein the technical divisions comprise a design

division, a production division, and a quality certification division.

12. (New) The technical support system according to claim 11, wherein the consecutive steps comprise: a first step of confirming and verifying the claim content of the new claim report, a second step of performing cause investigation and solution estimation, a third step of performing a trial
5 production and effectiveness test of a countermeasure part, a fourth step of preparing the countermeasure part for market application, and a fifth step of monitoring effectiveness of the countermeasure part in the market.

13. (New) The technical support system according to claim 12, wherein the state of progress is updated to the fourth step when a task of the design division is completed.

14. (New) The technical support system according to claim 12, wherein the first step is selected when the new claim report is received by the design division.

15. (New) The technical support system according to claim 8, wherein a plurality of the task sheets are issued to the technical divisions.

16. (New) The technical support system according to claim 15, wherein a plurality of the task sheets are issued to a design division.

17. (New) The technical support system according to claim 15, wherein a task sheet is issued to a quality certification division when a design division returns a task sheet issued thereto indicating completion of a task of the design division.

18. (New) The technical support system according to claim 8, wherein a task sheet issued to a design division and a task sheet issued to a production division are issued simultaneously.

19. (New) The technical support system according to claim 12, wherein the fifth step is selected when tasks of the design division, the production division, and the quality certification division are completed.

20. (New) The technical support system according to claim 7, wherein details of a countermeasure are delivered as a report of invention to a patent division upon completion of the countermeasure task shared among the technical divisions.